



# YARRA FALLS PREVENTION SERVICES DIRECTORY



## Working together to prevent falls

**The Yarra Falls Prevention Services Directory provides a general list of relevant service providers and contact details.**

In 2005 the Department of Human Services funded the National Ageing Research Institute to review and recommend a set of falls prevention resources for general use. This directory is based on Banyule/Nillumbik Community Health Services Falls Prevention Model, under a Service Agreement with the Department of Human Services. This and other falls prevention resources are available from the department's Aged Care website at: <http://www.health.vic.gov.au/agedcare>.

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SERVICE	ORGANISATION	ADDRESS	INTAKE PROCEDURE & CONTACT	ELIGIBILITY CRITERIA/COSTS	BOUNDARIES
<b><u>ACTIVITIES OF DAILY LIVING CENTRE</u></b>	Bundoora Extended Care Centre Plenty Rd Bundoora, 3083	Display Centre of home modifications and equipment	9495 3239	General public, health professionals with clients	None
<b><u>AGED CARE &amp; ASSESSMENT SERVICE (ACAS)</u></b> Multi-disciplinary assessment for older people with complex needs to determine which services best meet their needs.  An ACAS referral is required for Residential <b>Aged Care, Transition Care, CACPS, EACH and EACH Dementia packages.</b>	St. Georges Hospital  Royal Melbourne Hospital-Royal Park Campus	283 Cotham Rd Kew 3101  Poplar Rd Parkville	Ph:9816 0566 Fax: 9816 0588 Referral by GP, family or health practitioner.  Intake Unit Ph: 8387 2193 Fax: 9388 1752 Referral by GP, family or health practitioner.	Aged 65+ or patients suffering significant age related conditions  Aged 65+ or patients suffering significant age related conditions	Boroondara, Yarra and areas of Darebin.  Moonee Valley, Melbourne, Moreland and Hume
<b><u>AGED PSYCHIATRY ASSESSMENT AND TREATMENT TEAM (APATT)</u></b> Psycho-geriatric assessment and case management for patients suffering from psychiatric condition including Behaviour and Psychosocial Symptoms of Dementia.	St. Georges Hospital	283 Cotham Rd Kew 3101	Ph: 9816 0443 Fax: 9816 0503	Aged 65+ and suffering from a psychiatric condition.	Boroondara, Yarra and areas of Darebin.
<b><u>ALLIED HEALTH SERVICES</u></b>  <b>Community Rehabilitation Centres (CRC) provide short term physical and neurological</b> rehabilitation in a community outpatient setting. Services include: physiotherapy, occupational therapy, speech pathology, social work, dietetics, nursing and gerontology. (Osteoporosis management program, falls prevention balance retraining, tai chi for arthritis and a total communication program available at Cambridge CRC.)	Cambridge CRC  Royal Melbourne Hospital -Royal Park Campus	283 Church St Richmond 3121  34-54 Poplar Rd Parkville, 3052	Ph: 9427 0743 Fax 9427 0291 Medical Referral required  Direct Access Unit Ph: 8387 2333 Fax: 9287 2217 Allied health, GP or agency referral	Limited transport provided for eligible clients, \$2. Session fee \$5  Nil cost. Limited transport service available-cost is \$7 return.	Yarra ( except Nth Carlton), Kew and Hawthorn  Cities of Moonee Valley, Melbourne, Moreland, Hume and Nth Carlton.

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<b>Domiciliary Team Service</b> Multi-disciplinary assessment and management at home for house bound clients. Includes occupational therapy, physiotherapy, speech therapy, podiatry and nutrition	St. Georges Hospital	283 Cotham Rd Kew 3101	Ph: 9816 0529 Fax: 9816 0515	HACC eligibility criteria	Boroondara, Yarra and areas of Darebin (Alphington, Fairfield, Northcote and Thornbury)
<b>Falls and Balance Clinic</b> an interdisciplinary clinic involving medical, physiotherapy, occupational therapy, podiatry and nursing staff.	St. Georges Hospital	283 Cotham Rd Kew 3101	Ph: 9816 0577 Fax: 9817 5325 GP or allied health referral	History of falls, balance or mobility problems.	Boroondara, Yarra and areas of Darebin.
	Royal Melbourne Hospital,-Royal Park Campus	Poplar Rd Parkville	Direct Access Unit Ph: 8387 2333 Fax: 9287 2217 GP referral	History of falls, balance or mobility problems. Cost-nil	Cities of Moonee Valley, Melbourne, Moreland and Hume
<b>Occupational Therapy</b>	North Yarra Community Health Service	622 Lygon St Carlton Nth 365 Hoddle St Collingwood 75 Brunswick St Fitzroy	9349 7333 9411 4333 9411 3555	General Public. From \$6.50 per visit	Yarra except Richmond and Burnley
	Yarra Health Services	283 Church St Richmond	9429 1811	HACC eligibility criteria. \$8 low income earners such as pensioners. \$12 for others.	Yarra with a focus on Burnley, Richmond, Abbotsford and Clifton Hill.
<b>Physiotherapy, Podiatry</b>	North Yarra Community Health Service	622 Lygon St Carlton Nth 365 Hoddle St Collingwood 75 Brunswick St Fitzroy	9349 7333 9411 4333 9411 3555	General public. From \$6.50 per visit.	Yarra
	Yarra Health Services	283 Church St Richmond	9429 1811	\$8 per visit. Limited to aged and disability pension card holders.	Yarra
<b>Rehabilitation in the home</b> Short term intensive rehabilitation, including physiotherapy, dietician, social work, occupational therapy and speech therapy for patients aged 18 and who are unable to access outpatient services.	St. Vincent's Hospital		Ph: 9288 2280 GP or allied health referral	Clients are unable to access Outpatient services or require contextual home therapy	Yarra Boroondara, and areas of Darebin.

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<b>CONTINENCE SERVICES</b> Assessment and support in management of continence problems.	St. Georges Hospital	283 Cotham Rd Kew 3101	Ph: 9816 0577 Fax: 9817 5325 Self referral	General public self referral ,GP case manager referral	Boroondara, Yarra and areas of Darebin (Alphington, Fairfield, Northcote and Thornbury)
	RDNS	49 Sackville St Collingwood 3066	Ph:9417 1361 Fax:9417 1381	General Public. Self referral, GP, case manager referral	Yarra, areas of Darebin (Alphington, Fairfield, Northcote & Thornbury)
	Royal Melbourne Hospital-Royal Park Campus	Poplar Rd Parkville	Direct Access Unit Ph: 8387 2333 Fax: 8387 2217	General Public Self referral, GP, case manager referral	Cities of Moonee Valley, Melbourne, Moreland and Hume
<b>HOME SUPPORT SERVICES</b> Services include home help, personal care and respite care.	City of Yarra - Aged and Disability Services	140 Hoddle St Abbotsf'd 3067	9205 5285 Fax: 8417 6666	HACC eligibility criteria \$2.90 -\$24.95 per hour	Yarra
	MECWA	450 Waverley Road Malvern East 3145	Tel: 9563 6226 Fax: 9563 6264 Referral via case manager, GP, health professional or family member.	Cost from \$32.45 per hour	Greater Melbourne
	Calvary Silver Circle - also provides Home Alert which is a personal emergency monitoring service.		1300 66 0022 Referral via case manager, GP, health professional or family member.	From \$31.57 per hour.	Greater Melbourne
	Migrant Resource Centre	251 High St Preston 3072	Referral via case manager, GP health professional or family member. Ph: 9496 0200 Fax: 9484 7942	\$1.20 per hour HACC and NRCP criteria. Also fee for service from \$30.50 per hour.	Northern Region
	Veteran's Home Care (VHC) programme provides a range of assessment, coordination and home care services to eligible veterans and war widows/widowers.		Regional assessment agency/coordinator 1300 550 450		Statewide

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<b><u>HOME MAINTENANCE SERVICES</u></b>	Veteran Affairs Home front is an accident prevention program which provides veterans with a free annual home assessment and financial assistance towards the cost of recommended aids and minor home modifications.		1800 80 1945	All DVA Gold and White card holders	Statewide
	City of Yarra –Aged and Disability Services	140 Hoddle St Abbotsf'd 3067	9205 5285 Fax: 8417 6666	HACC eligibility. Priority of access: No wait list Yarra residents except public housing units and private rental except for some installation of aids. Fee from \$3.10- \$36.60	Yarra
	MECWA	450 Waverley Road Malvern East 3145	Tel: 9563 6226 Fax: 9563 6264	\$44 per hour plus cost of materials	Greater Melbourne
<b><u>LINKAGES</u></b> case management for high level needs clients with complex conditions. An ACAS assessment is not required.	City of Yarra	140 Hoddle St Abbotsford 3067	Case manager 9205 5278	Residents with high/complex care needs	Yarra
<b><u>NURSING SERVICES/PERSONAL CARE</u></b>	RDNS	49 Sackville St Collingwood 3066	9417 1361 Case manager, health professional or GP referral	HACC eligibility Fee dependant upon income	Yarra, parts of Darebin (Alphington, Fairfield, Northcote & Thornbury)
	MECWA	450 Waverley Road Malvern East 3145	Tel: 9563 6226 Fax: 9563 6264 Referral via case manager, GP health professional, family member.	From \$60.50 per hour	Greater Melbourne
<b><u>PLANNED ACTIVITY GROUP</u></b>	Willowview	6 Eddy St Abbotsford 3067	Marilyn 9205 5276 Referral via case manager, GP health professional, family member.	HACC eligible and high needs clients. \$6.10 including transport, meals and activities.	Yarra
	Migrant Ressource Centre	251 High St Preston 3072	Assessment coordinator 9496 0200	HACC criteria. Fees from \$8 per session.	Northern Region

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<b>TREATMENT, RESPONSE, ASSESSMENT FOR AGED CARE (TRAAC).</b> TRAAC provides a rapid response assessment and short-term case management/service coordination for older people (aged 65+) with complex need who are experiencing a rapid change in health status and are at risk of hospital presentation. Consultation from a geriatrician and access to allied health services available if required.	St. Vincent's Hospital RDNS St. George's Hospital City of Yarra – Aged and Disability Services		Referral via case manager, GP, health professional or family member can be made by contacting St. George's ACAS. Ph:9816 0566 Fax: 9816 0588  Enquiries: TRAAC Program manager- 9288 2321	Aged 65+ who are at risk of hospitalisation.	Boroondara, Yarra and areas of Darebin (Alphington, Fairfield, Northcote and Thornbury)
<b>VISION SERVICES</b>	Victorian College of Optometry  Vision Australia Clinic provides specialist care for patients assessed as having low vision.	Cnr Keppel and Cardigan Sts Carlton 3053  Essendon cnr Lawson and Albion St Essendon, 3040	PH: 9349 7455  Ph: 9370 6111 Fax: 9326 0915	No GP referral required. Pension and Health Care Card Holders only. Consultations are bulk billed.  GP referral, optometrist with annual eye report	None  Outer Northwest Region

### **ACRONYMS AND DEFINITIONS**

**MECWA-** provides support services such as nursing care, respite, personal care, home care, and home maintenance.

**RDNS-** Royal District Nursing Service provides services such as nursing care, personal care and aged care services.

**HACC ELIGIBILITY-** People who are frail and aged or have a permanent disability and are living at home.

**NRCP-** National Respite for Carers Program designed to support and assist relatives and friends caring at home for people who are unable to care for themselves because of chronic illness, disability or frailty.

### **USEFUL WEBSITES**

[www.commcarelink.health.gov.au](http://www.commcarelink.health.gov.au) A Carelink centre can provide you with information on the range of local care services available. Free call 1800 052 222

[www.agedcareaustralia.gov.au](http://www.agedcareaustralia.gov.au) This resource website provides information and a local 'community care service finder'.

[www.carersvic.org.au](http://www.carersvic.org.au) Commonwealth Carer Resource Centres provides information, support and referral to services in your area. Free call 1800 242 636

[www.dva.gov.au](http://www.dva.gov.au) Department of Veteran Affairs General Enquiries 133 254

The Veterans' Home Maintenance Helpline is a telephone advisory service that provides assistance with property maintenance issues and referrals to local trades people. Free call 1800 80 1945

[www.agedcareguide.com.au](http://www.agedcareguide.com.au) This resource offers information regarding residential and community aged care, retirement living and a variety of aged care services and products.

[www.ilcaustralia.org](http://www.ilcaustralia.org) The Independent Living Centre lists information on services and aids including private personal alarm providers.